

**From:** ICE  
**To:**  
**Subject:** FW: Performance Issues at Laredo  
**Date:** Friday, June 15, 2018 3:43:27 PM  
**Attachments:** image001.png

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**From:** ICE  
**Sent:** Thursday, June 14, 2018 1:44 PM  
**To:** ICE  
**Subject:** FW: Performance Issues at Laredo

**From:** ICE  
**Sent:** Thursday, June 14, 2018 1:41 PM  
**To:** ICE  
**Subject:** FW: Performance Issues at Laredo

Sorry I meant to add a note to tell you that ICE and I will take care of the response. Just wanted you to be in the loop. Thanks.

ICE



**CoreCivic**

Facility Support Center  
10 Burton Hills Boulevard | Nashville, Tennessee 37215

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Office ICE | Mobile ICE | Fax ICE

**From:** ICE  
**Sent:** Thursday, June 14, 2018 1:40 PM  
**To:** ICE  
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ICE  
**Cc:** ICE  
ICE  
**Subject:** FW: Performance Issues at Laredo

We received the below email regarding medical issues at the Laredo facility. Note they are requesting a response by COB Tuesday, June 19. Let me know if I need to schedule a call to discuss. Thanks.

ICE



Facility Support Center

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**From:** ICE  
**Sent:** Thursday, June 14, 2018 11:42 AM  
**To:** ICE  
**Cc:** ICE  
**Subject:** Performance Issues at Laredo

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Good Afternoon [REDACTED]

As previously stated, I wanted to address with you and ICE a few performance issues that were recently brought up to my attention at the Corecivic detention facilities in Laredo. It is OAC's intent to collaboratively work with our Corecivic partner in order to address the issues at hand, obtain some good lessons learned, and continue the successful performance of detention services in Laredo.

Below are two issues that require Corecivic review and response:

**Issue 1:**

The Corecivic physician, ICE at Laredo Processing Center (LPC) recently referred a detainee that he saw as the physician at LPC to his off-site medical practice for a female exam/PAP smear. This facility does not currently carry the tools to perform this type of medical procedure. While he was not the provider to actually do the exam, records show that he made the referral to his own medical practice.

As you can understand, whether it is the current LPC Agreement, or the upcoming new ICE IGSA, this is a clear conflict of issue, for the physician will be profiting when sending the patient out for treatment at his private facility. This can certainly drive up risk for a variety of reasons, such as unnecessary treatment and failure to provide treatment at the detention center which may have been able to have been performed there. The physician at the detention center is the gate keeper for outside referrals, and the position is conflicted if the physician is going to profit from an outside referral. Both

Federal and Texas law attempt to prohibit such a practice. This sort of unprofessional conduct from this physician could have a negative impact to Corecivic if this practice continues.

The Government requests that in the future, this self-referral practice does not continue, neither in Laredo nor in any Corecivic awarded IGSA.

**Issue 2:**

The Webb County Detention Center IGSA currently has a requirement for a Physician and Nurse Practitioner to both be at the facility 20 hours a week to meet the detainee's medical needs. However, from my COR's reports, Corecivic's Physician is only currently at the facility an estimated 3.5 hours per week, and the Nurse Practitioner is currently at the facility an estimated 14 hours per week. This is providing a degradation of services to detainee health care.

The Government requests the Contractor to please provide the plan of action to fulfill the 20 hours per week requirement at both facilities. The Government also requests a timeline for this proposed plan of action.

It is best for both ICE and Contractor to work together on these issues in order to move forward, as we both know that the detention service needs at Laredo do not appear to be slowing down any time soon, as is shown by these Average Daily Population numbers. I appreciate in advance your time and attention to this matter.

If possible, please provide your input on these issues by COB, Tuesday, 19 June.

Thank you,

**ICE**

**Contracting Officer** | DHS | ICE | Office of Acquisition Management (OAQ)

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